

Client Rights and Responsibilities

I am certifying with my signature below that I have been read and/or have read my rights and responsibilities, and I agree to them as written herein.

Client Rights:

- ☐ 1.) The client has the right to confidentiality concerning his/her personal affairs.
- ☐ 2.) The client has the right to be treated with dignity and respect.
- ☐ 3.) The client has the right to maintain his/her independence to the degree possible.
- ☐ 4.) The client has the right to quality services delivered in a consistent and stable manner.
- ☐ 5.) The client has the right to express grievances and to appeal decisions made by agencies.
- ☐ 6.) The client has the right to be informed of resources available through the program.
- ☐ 7.) The client has the right to be informed of the limitations of the program.
- ☐ 8.) The client has the right of "Freedom of Choice".
- ☐ 9.) The client has the right to participate in the development of the "Plan of Care".
- ☐ 10.) The client has the right to reject services and be informed of the consequences of such actions.

Client Responsibilities:

- ☐ 1.) The client and his/her family have the responsibility to cooperate with the case manager and the in-home workers and treat them with respect.
- ☐ 2.) The client and his/her family have the responsibility to participate in the provision of care to the greatest extent possible.
- ☐ 3.) The client and his/her family have the responsibility to report changes

in the client's situation to the case manager as soon as possible.

- ☐ 4.) The client and his/her family have the responsibility to be at home when services are scheduled or to notify the service provider prior to the service date.
- ☐ 5.) The client and his/her family have the responsibility to provide adequate food, personal and household supplies so that services may be performed.
- ☐ 6.) The client and his/her family have the responsibility to secure proper medical care to the extent possible.
- ☐ 7.) The client and his/her family have the responsibility to report inadequate services to the case manager.
- ☐ 8.) The client and his/her family have the responsibility to sign verification of services only after ascertaining their accuracy.

(The Case Manager should go through this check list, item by item, with the client/caregiver checking off each item as it is discussed. Have the client /caregiver sign and date in the appropriate spaces below. Place a copy in the client's home, and the original in the client's case file.)

Client/caregiver _____

Date _____

Case manager _____

Date _____